

## Maui County Wireless E9-1-1 Status Report February 1, 2010 – February 28, 2010

### • PSAP Operations

#### 9-1-1 Call Volume – February 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,424	2,606	35.1%	4,818	64.9%
MOLOKAI	248	166	66.9%	82	33.1%

(\*) Totals are based on calls to primary PSAP.

#### 9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
<b>TOTAL YTD</b>	<b>15,652</b>	<b>5,552</b>	<b>35.5%</b>	<b>10,098</b>	<b>64.5%</b>	<b>2</b>	<b>0.0%</b>	<b>2,745</b>	<b>17.5%</b>
<b>AVG PER MO</b>	<b>7,826</b>	<b>2,776</b>		<b>5,049</b>		<b>1</b>		<b>1,373</b>	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

## Maui County Wireless E9-1-1 Status Report February 1, 2010 – February 28, 2010

### • PSAP Operations (continued)

#### 9-1-1 Call Volume – Calendar Year 2010 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
<b>TOTAL YTD</b>	<b>476</b>	<b>303</b>	<b>63.8%</b>	<b>172</b>	<b>36.2%</b>	<b>1</b>	<b>0.2%</b>	<b>93</b>	<b>19.5%</b>
<b>AVG PER MO</b>	<b>238</b>	<b>152</b>		<b>86</b>		<b>1</b>		<b>47</b>	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

**Notes:**

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

#### Wireless Test – February 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
2/25/10	T-Mobile	Maui	2	6	Maui PSAP/Akimeka

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### • PSAP Operations (continued)

- 02/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
- A projected completion date to resolve this trouble is March 31, 2010 according to Goldie Cross of AT&T Mobility. The completion date is dependent on a rehomeing project and tower validation. Once that is completed, AT&T Mobility will work with Intrado to do changes island by island to the CGI information that allows tower information (addressing) to display when rebidding or transferring to a secondary PSAP. All involved parties have agreed to the projected completion date which could change due to PSAP availability for testing.
- 02/01/10 -- Ongoing Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, and SB2769 - Emerging Technologies.
- 02/01/10 -- Ongoing OnStar, Intrado and Akimeka personnel continue to work on potential testing dates for the Neighbor Island PSAPs. Testing will include Latitude and Longitude of the vehicle on the Plant/CML screen.
- 02/08/10 Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the February 25th NENA Governmental teleconference.
- 02/08/10 -- 02/09/10 Akimeka personnel assisted Lieutenant Faamu to report trouble on the Maui Police PBX. Trouble was isolated to "re-booting" the program and was resolved by Hawaiian Telcom, Inc. (HTI).
- 02/11/10 -- Ongoing Akimeka personnel continued to work with Wireless Enhanced Board Executive Director, Mr. Glenn Roach, to review and post questions involving Safelink/Tracfone certification.
- 02/12/10 Akimeka personnel participated in a webinar regarding "3-1-1 & 9-1-1 Jurisdictional Call Centers".
- 02/25/10 Akimeka personnel participated in the monthly APCO Data Transfer Committee conference call.
- 02/25/10 Akimeka personnel participated in the monthly NENA Governmental conference call.
- 02/27/10 The State of Hawaii was under a tsunami warning as a result of the earthquake in Chile. The first sirens were sounded at 6:00 a.m. HST. Fortunately, the State of Hawaii did not sustain any damage as a result of the multiple tsunami waves and all residents and property were protected.

## Maui County Wireless E9-1-1 Status Report February 1, 2010 – February 28, 2010

### • MSAG

#### Current Month – February 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	117	104	19	4	51	27	3	0	13	1	1
Revised categories and report format changes effective April 2009.											

A total of 117 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

During the month of February 2010, 104 change requests were completed on the Maui County MSAG database. There currently exists one (1) request in Suspended status, with one (1) TN affected. Akimeka recently discovered that a separate 911Net exists for the island of Molokai and access was granted. Additionally, contact with VoIP service providers was initiated to discuss Hawaiian Telcom Format 6 compliancy regarding the Driving Directions field. Resolution is pending.

#### Year-to-Date (YTD) – 2010

									(a)	(b)	
MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
<b>TOTAL YTD</b>	<b>255</b>	<b>229</b>	<b>77</b>	<b>18</b>	<b>64</b>	<b>48</b>	<b>22</b>	<b>0</b>	<b>26</b>		
<b>AVG PER MO</b>	<b>128</b>	<b>115</b>	<b>39</b>	<b>9</b>	<b>32</b>	<b>24</b>	<b>11</b>	<b>0</b>	<b>13</b>		
(*) Applies to Change, Delete and Insert categories											

**Notes:** Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

## Maui County Wireless E9-1-1 Status Report February 1, 2010 – February 28, 2010

### • Mapping Layers Updated/Loaded Into GIS – February 2010

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers					
	Maui	02/26/10			Per Sprint CRSS
	Maui			02/25/10	
	Maui/Molokai	02/24/10			Per AT&T Mobility Annual Audit
	Maui/Molokai	02/19/10			
	Maui/Molokai	02/18/10			
	Maui/Molokai	02/16/10			
	Maui	02/12/10			Per AT&T Mobility CRSS
Street Centerlines	Maui	02/05/10			Per T-Mobile CRSS
	Maui	02/23/10			
	Maui/Molokai	02/08/10			
	Maui	02/03/10			
Address Points	Maui	02/02/10			
	Maui	02/01/10			
	Maui	02/26/10			
	Maui	02/25/10		02/25/10	
	Maui	02/24/10			
	Maui	02/23/10			
	Maui/Molokai	02/22/10			
	Maui	02/19/10			
	Maui	02/18/10			
	Maui	02/17/10			
	Maui	02/16/10			
	Maui/Molokai	02/12/10			
	Maui/Molokai	02/11/10			
	Maui/Molokai	02/10/10			
	Maui/Molokai	02/09/10			
	Maui/Molokai	02/08/10			
	Maui	02/05/10			
	Maui	02/04/10			
	Maui/Molokai	02/03/10		02/03/10	
	Maui/Molokai	02/02/10			
	Maui	02/01/10			
Pseudo Address Points					
	Maui	02/25/10		02/25/10	
	Maui	02/23/10			
	Maui	02/22/10			
	Maui	02/10/10			
Parcels				02/03/10	
Airports					
Bridges					

(\*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

## Maui County Wireless E9-1-1 Status Report February 1, 2010 – February 28, 2010

- Mapping Layers Updated/Loaded Into GIS – February 2010  
(continued)**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Cane Fields					
Coastal Names					
Common Places					
Communities					
Emergency Callboxes					
EMS Zones					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations	Maui/Molokai	02/17/10			
Fire Sub Zones					
Fire Zones					
Gate Codes	Maui			02/03/10	
High Resolution Imagery					
Hospitals					
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					

(\*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

## Maui County Wireless E9-1-1 Status Report February 1, 2010 – February 28, 2010

- Mapping Layers Updated/Loaded Into GIS – February 2010  
(continued)**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Park Polygon					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants	Maui			02/03/10	New layer added to the map
Schools					
Subdivisions					
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

(\*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note: The Parcels layer is provided by Maui County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

## Maui County Wireless E9-1-1 Status Report February 1, 2010 – February 28, 2010

### • Service Requests Transactions

#### Open Service Requests – February 2010

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	01/19/10	131	Callbox 25	MSAG - ANI/ALI Discrepancy	High	Akimeka is working on fixing the problem. Notification will be provided to the PSAP upon resolution.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

#### Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
<b>TOTAL</b>	<b>8</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<u>Note:</u> Open Service Requests reflect what is in pending status at the end of the report month.											



## Maui County Wireless E9-1-1 Status Report February 1, 2010 – February 28, 2010

### • Service Requests Transactions (continued)

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<u>Note:</u> Open Service Requests reflect what is in pending status at the end of the report month.											

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions